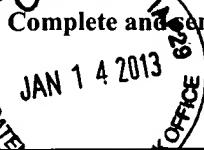


PART B - FEE(S) TRANSMITTAL



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| Sally J. Werts | (Depositor's name) |
| | |
| (Signature) | |
| 10-13 | |
| (Date) | |

| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|-----------------|-------------|----------------------|---------------------|------------------|
| 09/477,991 | 01/05/2000 | BRYCE A. JONES | 1264 | 1039 |

TITLE OF INVENTION: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB CALL CENTER

| APPLN. TYPE | SMALL ENTITY | ISSUE FEE DUE | PUBLICATION FEE DUE | PREV. PAID ISSUE FEE | TOTAL FEE(S) DUE | DATE DUE |
|--------------------|--------------|----------------|---------------------|---|------------------|------------|
| nonprovisional | NO | \$1770 | \$0 | \$0 | \$1770 | 01/14/2013 |
| EXAMINER | ART UNIT | CLASS-SUBCLASS | | 01/15/2013 ZJUHAR2 00000005 210765 09477991 | | |
| BURGESS, BARBARA N | 2457 | 709-203000 | | 01 FC:1501 | 1770.00 DA | |

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(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Sprint Communications Company L.P.

Overland Park, KS 66251

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a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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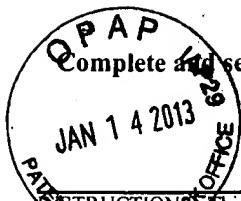
Melissa A. Jobe

Registration No. 54,605

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Authorized Signature

Date

1-8-13

Typed or printed name

Melissa A. Jobe

Registration No. 54,605

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